

South Dakota Veterans Commission
Regional Office Update
SFHCS 4th Floor Auditorium
October 4, 2011 3:15 PM

UPDATE ON VA RO EVENTS TO DATE

Staffing

- 54 employees total at the Sioux Falls RO, reflects the reassignment of 3 employees to the Lincoln RO for the Fiduciary Hub
- 41 employees in VSC, 9 employees in VR&E, and 4 employees in the front office
- We are 2 FTE above our ceiling
- 36 of 54 RO employees are veterans or 66.7%

South Dakota Benefits

VA pays \$11,482,579.51 monthly in benefits to 13,289 veterans and dependents in South Dakota

Fiduciary Centralization

- Fiduciary activities have been centralized to the Lincoln RO
- There will be no change for our veterans, and the only change for employees will be in employee supervision

Performance

- ADC-2 ROs in the US with lower Claims Average Days Pending (ADC) than Sioux Falls
- 125 Day Old Cases-At #5, Sioux Falls is one of 7 ROs with less than the goal of 30% of cases older than 125 days
- ADP-Sioux Falls at 86 days, is one of the 10 stations with Claims Average Days Pending (ADP) below the goal of 130 days

	National	Sioux Falls	National	Sioux Falls
FY 2011 National Dashboard Excerpt	Aug-11	Aug-11	Sep-11	Sep-11
Date prepared October 4, 2011				
National Initiatives				
Homeless Avg. Days Pending	90.0	80.3	Currently NA	74.5
National Target	75.0	75.0	75.0	75.0
Total % Rating Inventory > 125 Days	60.3%	22.5%	59.6%	22.0%
National Target	30.0%	30.0%	30.0%	30.0%
Rating Accuracy	83.6%	85.5%	Currently NA	Currently NA
National Target	90.0%	90.0%	90.0%	90.0%
Compensation Rating				
Total Rating Inventory	813,324	1,163	752745	1077
National Target	704,244	1,022	719,999	1,022
Total Rating ADP	193.5	86.4	196.9	86.0
National Target	130.0	130.0	130.0	130.0
Total Rating ADC (FYTD)	183.4	102.6	Currently NA	Currently NA
National Target	175.0	175.0	175.0	175.0
Appeals				
NOD Inventory	148,211	152	Currently NA	125
National Target	128,260	133	133	133
NOD Pending Timeliness	308.5	163.5	Currently NA	168.4
National Target	182.0	182.0	182.0	182.0
Form 9 Pending Timeliness	479.8	316.5	Currently NA	326.3
National Target	320.0	320.0	320.0	320.0
VR&E				
Rehab Rate	77.3%	77.2%	Currently NA	Currently NA
National Target	77.0%	77.0%	77.0%	77.0%
Outcome Accuracy	97.1%	96.8%	Currently NA	Currently NA
National Target	97.0%	97.0%	97.0%	97.0%
Avg Days to Entitlement	43.6	22.5	Currently NA	Currently NA
National Target	45.0	45.0	45.0	45.0
EPRSA Accuracy	82.3%	90.1%	Currently NA	Currently NA
National Target	85.0%	85.0%	85.0%	85.0%

HOMELESS

- 2 week homeless outreach campaign, 27 sites to include Sioux Falls, ad campaign, PSAs, TV, etc.
- Only 5 stations had Homeless ADP less than the goal of 75 days as of August 2011

Traumatic Servicemembers Group Life Insurance (TSGLI)

PL 111-275 extended TSGLI coverage to all Servicemembers who suffered a traumatic injury between 10-7-01 and 11-30-05 that results in a qualifying loss, 24-7, regardless of where injury occurred—So now INCLUDES off duty guard and reserves for that period

Disability Benefits Questionnaires (DBQs)

- All 81 planned DBQs have been released (09/14/11), uploaded into CAPRI (09/19/11) and are available for selection when requesting C&P Examinations
- 71 DBQs will be in public hands by 12-31-11, 3 Agent Orange, 20 additional have received OMB approval on 9-6-11, remaining 48 pending OMB approval
- Use is mandatory when requesting and submitting exam results by VBA and VHA personnel

IDES

- When DOD is considering releasing service member because of health, they can enter this program
- VHA does one exam, DOD uses it to evaluate service member, and if released from service, VBA uses same exam to rate

10-1-11, every major military installation was in IDES

Ellsworth, 8-10 per month

Looking for SHADOW SOLDIERS or GHOST WARRIORS, mostly ARMY

Steady state is 27,000 for all IDES, we are at 17,000

Directed to be sure our MSCs are working closely with the VSOs in IDES

RO Construction

- Inside work to remediate mold and moisture is continuing
- All mold has been remediated from building
- All perimeter walls have had their vinyl wallpaper removed, and the sheetrock has been removed up to a height of 4 feet
- Removal and splicing of the bottom 2 feet of the metal studs and the sill plate is partly completed
- Have made arrangements to allow contractors to work evenings until 1am this week beginning October 4, 2011
- Outside work began today, October 4, 2011
- Caulk and masonry tuck pointing, drain tile around most of perimeter, re-grading of the site, tree removal.
- Ingress and egress will be maintained, but will move to different entrances at times.

UPDATE ON VA RO FUTURE

Phone Centers

- 640 Phone Call Representatives (PCRs), added 91 as of 10-1-11
- Taking 24 million calls per year
- Using 4 major databases for general benefits info, will create KMPS=Knowledge Management Portal System, to get a single database, and after utilizing it at call centers will deploy to e-benefits
- 10-20 dollars per phone call
- 1 dollar per Internet contact
- Coming-Virtual hold-in queue, caller will be given option to hang up, will be called back without losing place in queue will go live in October 2011
- Coming-Virtual call-back-will call back at certain time as requested by caller

EBenefits

- Quarterly improvements to features for next several years
- As an example, claim status info now limited to 4 labels, soon will be expanded to 10 different statuses
- Pilot phone enrollment, Columbia and Phoenix, during pilot initial phase 5-17-11 through 8-31-11, 34.5K calls, over half were successfully enrolled and we saw a 27% call-back rate